



The State of California Employee Assistance Program

Training Catalog

Human Solutions for Real Life

Introduction to EAP Training and Consulting Services

The stresses and challenges of real life today are probably greater than at any time in our history. Businesses, families, and individuals face innumerable issues, great and small, that can keep them from performing at their highest and healthiest level. Complementing the other Employee Assistance Program (EAP) services provided by MHN, we have developed a broad range of training programs and consulting services to address the human side of your organizational needs.

The workshops described in this catalog have been designed to not only provide information but to teach skills that will have an immediate impact and contribute to lasting, positive behavior change. Whether it's handling the stresses of organizational change, balancing personal finances, workplace conflict, how to care for an aging relative, or any of the topics in the catalog, MHN has a workshop that can be part of a personal or business plan for turning challenges into healthy opportunities.

If interpersonal problems are keeping a part of your organization from performing at acceptable levels, we also provide on-site consulting services. Depending on your situation, these services might include conflict resolution, communication skill development, education, or individual coaching.

It is our hope that you will find working with MHN's EAP Training Department to be easy, efficient, and professional. Whether the focus is on training or organizational consulting, we are dedicated to helping you and your organization realize your greatest potential.

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Training/Consulting Request form

Please copy for your convenience

Training requests require at least three to four weeks advance notice in order to ensure your training date and to reserve the best trainer for the requested topic. (Custom course design will require extra time). When you find it necessary to cancel a training session please call Nick Nortelli no less than 10 business days prior to the workshop date to avoid being charged for the session.

FAX FORM TO: Nick Nortelli AT (800)-309-4497

OR SEND AN EMAIL WITH YOUR INFORMATION TO: nick.a.nortelli@MHN.COM

STATE DEPARTMENT: _____

CONTACT PERSON REQUESTING TRAINING/CONSULTING: _____

CONTACT PHONE NUMBER: _____

LOCATION (ADDRESS OF TRAINING): _____

CITY/ZIP CODE: _____

ON-SITE CONTACT AND PHONE NUMBER: _____

UPS SHIPPING ADDRESS: _____

TRAINING WORKSHOP REQUESTED: _____

REQUESTED TRAINING DATES: _____

BEST TIME FOR TRAINING: _____

FORMAT REQUESTED: _____

☐ ONE-HOUR TRAINING ☐ TWO-HOUR TRAINING ☐ HALF-DAY TRAINING

NUMBER OF EXPECTED PARTICIPANTS: _____

On-site Consulting

Conflict Resolution, Organizational Development, and Coaching

Sometimes there are problems in a workplace that training alone simply cannot fix. In those instances call the MHN Training Department for some on-site consulting. We'll match you with just the right consultant to address the issues you're facing.

What kinds of situations do we handle?

Whatever you're facing.

Maybe it's two or more people who just can't get along and their discord is hurting productivity and the office environment.

Maybe the corporation is going through a major reorganization - or wants to - and you aren't sure how to make all the pieces fit and work effectively.

Maybe your organization is involved in a lawsuit regarding harassment or diversity and needs a comprehensive company-wide plan to improve the corporate culture.

Maybe you've tried everything in your bag of tricks and the situation hasn't improved. You have to fix the problem but you know you need outside assistance.

Whatever the situation, chances are we've seen it. We've successfully led many groups through the assessment process, developed communication and interpersonal skills, resolved conflict, and improved managerial skills and leadership through coaching.

Consulting can take as few as a couple of sessions or as many as is necessary to resolve the situation. Whatever the length of time MHN will be there to help.

State of California

Fee-For-Service Schedule

Fees are current as of July 2004 and are subject to change

I.	TRAINING	<u>Rate per session</u>
	Specialized Supervisor/Manager Training (Orientation)	\$540
	Employee Orientations	\$390
	Stress Assessment & Management (one hour)	\$220
	MHN EAP Training Courses (one hour)	\$340
	<i>Custom Workshops Available for Additional Charge</i>	
	<i>Note - Travel is included in the per session rate</i>	
II.	CRITICAL INCIDENT STRESS DEBRIEFING (CISD)	<u>Rate per hour</u>
	Face to Face group session	\$225
	Face to Face individual session	\$145
	Telephonic Session	\$ 65
	<i>Note - CISD travel is included in the per session rate</i>	
III.	ORGANIZATIONAL DEVELOPMENT CONSULTING:	<u>Rate per hour</u>
	Consultation/Assessment/Report prep and Course Development	\$250
	Travel time	\$100
	<i>Other travel (e.g. airfare, per diem, rental car, etc.) billed as incurred.</i>	

EAP Orientation

30 minute workshop

Employee Orientation

KEY LEARNING POINTS

Our wide range of counseling and consulting services available

Eligibility & dependent information

Number of sessions available

How to access the service

What to expect when you call

COURSE DESCRIPTION

During this 30 minute session, you will learn about the kinds of counseling and other assistance available through the Employee Assistance Program (EAP). This presentation also includes an award-winning video that shows the many ways your EAP can help.

MATERIALS INCLUDED: Benefit Flyer

Supervisor EAP Orientation

KEY LEARNING POINTS

*The Employee Assistance Program as a management asset.
The Management Consultation process and Job Performance Referral*

COURSE DESCRIPTION

This session addresses how the EAP can be used to assist managers and supervisors. The presentation begins with a brief review of the broad range of counseling and consultation services available to all eligible employees and their dependents to help them address personal and family problems. This is followed by a discussion of the Management Consultation unit and the Job Performance Referral process (JPR). In this presentation, you will learn how these powerful tools help supervisors and managers throughout the country recognize and address problem performance and behavior in the workplace. A 14-minute video shows three vignettes about using the EAP and Management Consultation process to effectively address employee problems.

MATERIALS INCLUDED: Addressing Employee Performance & Conduct Problems, Supervisors Checklist, Job Performance Referral Management Guidelines (JPR), & Benefit Flyer.

Attitude Matters

KEY LEARNING POINTS

Self-assessment

The importance of optimism

Self-talk and attitude

Overcoming negativity

COURSE DESCRIPTION

To make it in the workplace and in life you need more than specific skills. You need a quality that successful and healthy people have in common; a positive attitude. Nothing determines your success, health, and personality as much as your attitude.

In this workshop we'll explain how our self-talk and beliefs often hinder our success without us even realizing it. We'll look at the physical, psychological, and interpersonal effects of negative and positive attitudes. We'll help you overcome negativity and reach for a greater success in your personal encounters, work, health, and every area of your life.

ATT.30

Achieving Success

KEY LEARNING POINTS

Understanding new realities of the workplace

Identifying competencies for career success

Exploring options in the new workplace

Developing an action plan

COURSE DESCRIPTION

In our rapidly changing and complex world, there is no more “business as usual.” Basic assumptions of stability, security, and upward mobility in the workplace have been replaced by turbulence, uncertainty, and seemingly endless change.

Achieving success will depend on our ability to anticipate and adapt to change. We will have to become proactive in linking our talents, interests, and values with the changing requirements of the workplace. We’ll need to take greater responsibility for our own learning in order to improve skills and stay current with new demands.

This program is designed to help individuals develop key competencies, enhance performance, and maximize success in the changing workplace of the 21st century.

ATT.31

Creating a Positive Work Environment

KEY LEARNING POINTS

The ideal workplace

Agreements on work behavior

What to do when words fail

COURSE DESCRIPTION

In an ideal workplace people are committed to working together harmoniously. They treat one another respectfully and maintain an environment in which work gets done efficiently and problems are solved in an assertive, fair manner. Unfortunately, not all workplaces are so ideal.

In this workshop we'll look at what makes a workplace function effectively and respectfully. We'll show how to align expectations and make clear agreements on workplace behavior. By also exploring what creates interpersonal tension and workplace stress, we'll help you identify ways you can move towards creating a more positive, encouraging workplace.

ATT.33

Conflict

One-hour workshop
Two-hour workshop
Half-day workshop

Dealing with Difficult People

KEY LEARNING POINTS

Typical workplace conflicts

Problem-solving model to create win-win results

Communication techniques that promote creativity

The relationship between difficult people and conflict

COURSE DESCRIPTION

What makes some people seem “difficult” and others are easy to get along with? In every workplace, customer interaction, or even family situation there are going to be people who are difficult for us to deal with.

In this workshop we’ll look at what makes us irritated by certain people, what our emotional triggers are, and how to mitigate conflict. We’ll learn ways to greatly improve our communication with those who rub us the wrong way.

CFT.15

Managing Your Responses (Anger)

KEY LEARNING POINTS

Typical workplace conflicts

Self-awareness and attitude

The relationship between difficult people and conflict

Anger management skills

COURSE DESCRIPTION

Although it's easy to blame others for making us angry, in reality it's our own choice to make anger our response to an external situation. If you are easily angered it will adversely affect all your relationships, whether at work, home or even in the grocery store.

In this workshop we'll explore what motivates us to choose anger over other responses. We'll identify our "hot buttons" and personal issues that seemingly make us lose control in everyday conflicts. Through self-awareness we can learn to choose appropriate responses to serve us better in every situation.

CFT.16

Conflict

One-hour workshop
Two-hour workshop
Half-day workshop

Getting from Conflict to Creative Solutions

KEY LEARNING POINTS

Problem-solving model to create win-win results
Communication techniques that promote creativity
Different styles of dealing with conflict
Benefits of constructive conflict

COURSE DESCRIPTION

When people with different beliefs, ideas, and ways of doing things come together in the workplace, conflict may occur. Although conflict is a natural and sometimes useful process, we often fail to see the benefits. We typically resist conflict, reverting to our familiar ways of dealing with it.

In this workshop we'll look at conflict as a normal part of life. We'll cover effective methods of creatively handling conflict to achieve the highest benefit from differing ideas. We'll help you identify better methods of problem solving and to see how constructive conflict can often lead to more creative solutions than you thought possible.

CFT.17

Harassment Awareness

KEY LEARNING POINTS

The changing workplace

What is harassment?

Gender communication styles

EEOC guidelines

Employer responsibilities

COURSE DESCRIPTION

Everyone has a right to work in an environment free from harassment or intimidation. No matter one's ethnicity, beliefs or gender, none of us should be subjected to harassment in the workplace. While for years the focus has been on preventing sexual harassment, today that focus has broadened to include preventing any forms of harassment or hostile workplace conditions.

In this workshop we'll look at what constitutes harassment, what you should do if you feel harassed, and the effects on a company legally, monetarily, and in terms of employee morale. We'll specifically address sexual harassment, and expand to other potential areas of harassment.

CFT.18

Diversity and Harassment after Terrorism

KEY LEARNING POINTS

Understanding Muslims, Islam, and Arab Americans

The real enemies: ignorance and fear

What constitutes a hate crime

How to stand with those targeted by hate

COURSE DESCRIPTION

Since the 2001 terrorist attacks on the World Trade Center and Pentagon, people who look or sound as if they might be of Middle Eastern descent have been targeted for verbal and physical harassment, property damage, and even murder. Because of the prejudice and fear of a few, these American citizens and immigrants fear for their own safety. They feel unable to worship freely or even walk the streets in their traditional dress because many non-Middle Eastern people equate them with the terrorist extremists.

This workshop addresses the harassment of Americans of Middle Eastern descent. It educates us on the important differences between Islamic extremists and Americans of the Islamic faith and on misconceptions about Arab-American citizens.

CFT.20

Change

One-hour workshop

Two-hour workshop

Change

KEY LEARNING POINTS

Finding opportunity in change

Elements of the change process

Effects of attitude

Taking responsibility for making successful changes

COURSE DESCRIPTION

Change is the one constant we can count on in today's world. Just when we adjust to something, whether in our personal or professional lives, it seems to change. Our success at work and in life can be greatly influenced by how we handle change.

In this workshop we'll look at various approaches and attitudes about change, describe the change process, options we can choose, and take responsibility for our choices. We'll look at endings, transition, and acceptance in the change process. We'll explore four options when faced with change: coping, adapting, exploiting, or creating change. We'll address the effects of a positive or negative attitude. Participants will be asked to challenge their perceptions and beliefs about their ability to adjust to change. They will be challenged to embrace change and see what they can do to help the organization succeed in a constantly changing business environment.

CHG.20

Change for the Health of It

KEY LEARNING POINTS

Challenges and ways to overcome them

How beliefs can help or hinder

Benefits and rewards of healthy change

Plan of action

Reinforcements and support along the way

COURSE DESCRIPTION

This program is for anyone who has ever tried to make healthy changes in their life, and had trouble sticking with their plan. Perhaps it was trying to lose weight, exercise regularly or engage in a regular relaxation practice, or something else? What sabotages our efforts? Is it a lack of information, lack of creative problem solving or what?

Participants will work with a change area of importance to them. Using one specific new habit as an example, participants will go through necessary planning steps leading to desirable change. Specifically, participants will construct a plan that will work for them, that includes in-depth thinking designed to ensure a greater likelihood of success.

CHG.21

Stress Management for Employees

KEY LEARNING POINTS

Finding out what's really important to you
Gap between reality and expectations
Assessing your stress level
Modifying your responses

COURSE DESCRIPTION

In our busy lifestyles of today, stress seems to be a constant companion. However, frequent or cumulative stress wears away at our health. Headaches, sleeplessness, nervousness, irritability, and vulnerability to illness are a few of the things that insidiously chip away at the quality of our lives.

Sources of job-related stress often include one's attitude toward the job and whether one believes one's work is meaningful. Time management, conflicts with co-workers and problems balancing work and personal life all play a role.

This workshop emphasizes that managing stress begins with a person assuming responsibility and control for her/himself in the environment in which they function. The ability to choose our response to any given event is the key to minimizing stress and creating a healthy life.

STRS.40

Dealing with Stress and Change

KEY LEARNING POINTS

The risks of change

The change process

Options for making the most of change

How perceptions color our responses

Modifying your responses

COURSE DESCRIPTION

It's been said that change is the only constant thing in life. The companion to change, however, is stress. Stress can be both good and bad, depending on our perceptions. The birth of a baby, a job change, relocating, a new relationship, can all cause stress. How we handle that stress will dictate the effect it has on our emotional and physical health, and our professional lives.

In this workshop we'll learn why some people resist change and others embrace it. We'll explain the process of change and the characteristics of the transition phase. We'll outline choices we have when faced with change, and assess our current stress level. We'll suggest ways to modify responses to stress and how to manage our energy.

STRS.42

Holiday Stress Hardy

KEY LEARNING POINTS

Minimizing self-imposed stress
Your “Bill of Rights” for the holidays
Stress management for the holidays
Dealing with grief and loss at the holidays

COURSE DESCRIPTION

As joyous as the fall and winter holiday season can be, the season also comes with the potential for enormous pressure and stress. Whether the celebrations are religious or secular, they bring with them expectations that may be very hard to meet. Family gatherings may be enjoyable or fraught with problems, memories, and discord. Yet being alone at the holidays also has its emotional ramifications. During the holidays there are often too many things required of you and not enough energy or time to do them. This love/hate split can cause a great deal of stress.

This workshop discusses the source of some of the stressors that can interfere with your enjoyment of the season. It outlines your rights to define your own holiday expectations and responsibilities. It also offers practical suggestions for reducing stress and still creating a meaningful holiday for yourself and your loved ones.

STRS.43

Humor for the Health of It

KEY LEARNING POINTS

Why humor is a necessity and not a luxury
Physical and psychological benefits of humor
How to cultivate humor at work
Tips on how to identify and find humor

COURSE DESCRIPTION

Humor is an essential part of life if we are to remain healthy, positive, and effectively handle life's upsets and setbacks. This workshop will explain why humor is healthy, both emotionally and physically. It will explore ways in which to cultivate and find humor in everyday life. It will offer tips for finding and using humor to help alleviate stress and live gracefully under pressure.

STRS.45

Handling Stress in Uncertain Times

KEY LEARNING POINTS

The nature of traumatic and cumulative stress
Normal responses to traumatic events
How to handle your emotional reactions
Handling grief and loss

COURSE DESCRIPTION

Originally developed after the terrorist attacks of September 11, 2001, this workshop addresses traumatic stress and the challenges it brings to individuals and the workplace. Following a major tragedy or traumatic incident we may be challenged with ongoing traumatic experiences, threats, rumors, and an unpredictable future as we adjust to a changed way of life. This workshop is designed to help us understand and accept our responses to trauma and cumulative stress .

We'll identify different kinds of stress and help you assess your level of stress. We'll address trauma responses, survivor guilt, grief and loss, stages of change, talking to children about trauma and terrorism, improving your adaptation skills, support systems, and how to get professional help.

For managers and supervisors we add advice on handling employee stress and how to balance work deadlines to help your employees regain their equilibrium.

STRS.47

Becoming a Better Communicator

KEY LEARNING POINTS

Key elements of a clear message
Challenges to getting the message across
Techniques to building rapport

COURSE DESCRIPTION

Effective communication is the foundation upon which good working relationships are built. Clear, direct speech and active listening are essential elements in every interaction, whether between organizations or individuals, whether personal or professional. By increasing the likelihood that all parties in a relationship are heard and understood, good communication skills ensure that win-win situations will result.

In this workshop participants will be able to assess their communication style and better identify how to communicate clearly and assertively. We'll look at "I" messages, "You" messages and active listening characteristics. The longer workshop explores gender communication differences and electronic (e-mail, teleconference) etiquette.

COM.1

Family Communication

KEY LEARNING POINTS

Basic communication skills

How/When to communicate

Different communication needs as we grow older

Family conference guidelines

Communication as a key to healthy relationships

COURSE DESCRIPTION

One of the biggest challenges facing families in today's hectic world is healthy and effective communication. Our time seems to be in demand from all sides and while we talk a lot, we may not be communicating in the manner we intend. Even if we do have "quality time" with our family we might find that we perpetuate miscommunication, particularly reverting to communication styles that we heard and learned in our family of origin.

In this workshop we explore the dynamics of family communication, how misunderstandings can occur, how to separate perceptions from reality, effectively timing our communication for maximum understanding, how to improve our active listening skills, and much more. As families grow, communication styles need to change.

COM.6

Delivering Excellent Customer Service

KEY LEARNING POINTS

Why companies lose customers

Identifying your “hot buttons”

What customers want/don’t want

Handling complaints

COURSE DESCRIPTION

The success of an organization is measured by its ability to attract, serve, and retain customers. Quality service is the key factor differentiating successful organizations from their competition. Service is equally important to private businesses, public agencies, and non-profits. Customers can be internal as well as external.

This workshop covers the basics of excellent customer service, starting with why companies lose customers and moving to what customers want and don’t want, and how to handle those “difficult” customers. In the process participants will be able to identify their “hot buttons” that get triggered by certain people. They’ll get tips on handling complaints effectively, how to show sensitivity while customers vent, and how participants can take care of themselves emotionally to remain productive on the job. This workshop includes a supplemental section on conducting excellent customer service over the phone.

COM.8

Diversity: A Workplace Asset

KEY LEARNING POINTS

Diversity definitions

Benefits of a culturally diverse workplace

Factors that inhibit creating a culture that values diversity

Communication, a diversity tool

COURSE DESCRIPTION

Success in business is determined by an organization's ability to meet performance, productivity, and service goals in a timely, cost-effective manner. Every member of the workforce brings skills, background, and experience vital to the success of the company.

In this workshop we'll stress the value of each person and what they contribute to the whole, focusing on the strengths of diverse culture, ethnicity, gender, and other factors that make us unique. We'll focus on helping participants communicate clearly, overcome stereotypes, and recognize the strength gained from the differences we each bring to our workplace.

COM.9

Communication

Two-hour workshop
Half-day workshop
Full-day workshop

Working in Teams

KEY LEARNING POINTS

- How effective teams develop
- Key elements of successful teams
- Major roles in teams
- Advantages of team problem-solving
- Key skills for team members and leaders

COURSE DESCRIPTION

In today's workplace, more and more work is being done in teams. Today's teams are often expected to deliver high quality results with limited time and resources. The quality of the team itself may be the single most important factor in whether the team hits the target or misses the mark altogether. Successful teams don't just happen - they require thoughtful planning, specific skills and careful execution.

This workshop takes a close look at the components of a successful team and how to develop one in your workplace. We cover areas such as building trust, clarifying goals, assessment, problem solving, appropriate roles, and clear communication.

COM.10

Lifestyle Issues for Retirement Planning

KEY LEARNING POINTS

Timetable for planning

Reviewing income, benefits, and assets

Evaluating the lifestyle changes of retirement

Maintaining your health & social contacts

Identifying needed resources

COURSE DESCRIPTION

Some people look forward to retirement. Others dread it. Still others are not sure how they feel. Whatever the case, good planning is the key to an easier transition and a richer, more satisfying retirement. Finances are a major concern, but there are many other issues to address: health, use of time, lifestyle changes, changing roles and relationships.

This course is a brief introduction to the broad spectrum of issues and to the ongoing process of retirement planning.

PERS.52

Surviving Perfectionism

KEY LEARNING POINTS

Healthy excellence vs. perfectionism

What creates perfectionists?

Steps to overcoming unhealthy self-assessment

How to be a happy human

COURSE DESCRIPTION

There is a difference between striving for success and striving for perfection. Perfectionism doesn't allow for any margin of error and even great successes can be viewed as failures because of small imperfections. Perfectionism is a learned behavior and can be very destructive to one's self-worth and ability to accept one's humanity. Turning this mindset around involves identifying the source of perfectionist ideas and creating a new, more healthy perspective.

In this workshop we'll identify the trap of perfectionism and where it comes from. We'll distinguish it from healthy success and realistic goals. We'll help participants accept their humanness, re-frame the situation to focus on the problem - not themselves, learn positive self-talk, set reasonable goals, learn to have fun, and give them hints to help take healthy care of themselves.

PERS.54

Personal Development

*One-hour workshop
Two-hour workshop*

Achieving Balance

KEY LEARNING POINTS

*Handling multiple demands
Five steps to achieving balance
Internal and external stressors
Using energy wisely*

COURSE DESCRIPTION

How can anyone successfully respond to the often conflicting demands of work and home when there is so very much to do - and so little time and energy to get it all done?

In this workshop participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives. We'll start by identifying the demands on our lives, then we'll assess what's important, how we use our energy, and break down the steps to achieving a successful balance.

PERS.55

Personal Development

One-hour workshop
Two-hour workshop

Budgeting 101

KEY LEARNING POINTS

Defining your family financial profile

Tracking your spending

Creating financial balance

Short, medium, & long term goals

COURSE DESCRIPTION

Few of us grew up with sound advice regarding budgeting and managing our money effectively. However, balancing our personal income and expenditures is fundamental to enjoying success in our personal life, occupation, and relationships. This two-part workshop (Budgeting 101 and 102) will give you all the basics to create a successful budget and spending plan for your situation.

In Budgeting 101, we'll cover the basics of how to determine your current financial picture. We'll guide participants through worksheets to show how much money is coming in and where it all goes. We'll help them establish financial goals for the short and long term and show how those long-term goals can become reality. We also help participants analyze overspending and credit concerns. We'll show the elements of a successful budget and even have homework to fill in worksheets with actual amounts. Budgeting 102 is required to actually set up a budget.

PERS.56

Personal Development

One-hour workshop
Two-hour workshop

Budgeting 102

KEY LEARNING POINTS

Financial check-up

How much is enough for each category?

Creating your budget

Tips on maintaining Money Mastery

COURSE DESCRIPTION

In budgeting 102 we'll take the figures you bring back in the worksheets from Budgeting 101 and help you see how your good choices will ensure success. We'll give you a list of resources for financial consultation and credit assistance. Budgeting 102 is essential to completing the budget and starting a new life of financial success.

PERS.57

Personal Development

One-hour workshop
Two-hour workshop

Credit Basics

KEY LEARNING POINTS

Why good credit is important
How to tell if you're overextended
Ordering and understanding your credit report
The credit card test (what's a good one?)

COURSE DESCRIPTION

Credit can be a great help in a time of need or your worst financial nightmare, depending on how you use it. It can help purchase that new car or finance a home or it can be the basis for failed relationships, work problems, and even crime.

In this workshop we will cover why establishing credit is important, some guidelines for using credit cards, how to avoid credit card fraud, and signs of being overextended in debt. We'll also cover valuable information on credit reports: What they are, how to get one, how to read one, and how to have errors corrected.

For those already over their heads in debt, we offer information on how to request lower monthly payments, deal with collection agencies, review bankruptcy principles, and more. We suggest community resources to help prioritize their important financial decisions, contact creditors, and take positive action to regain control over their debt.

PERS.58

Making Smart Child Care Choices

KEY LEARNING POINTS

- Child care as a growing workplace concern
- Identifying specific needs
- Key aspects of good child care
- Available options in the community

COURSE DESCRIPTION

As working parents, we want our children to be cared for in the best possible place while we are at work. Achieving this goal is challenging given the complex work and family schedules that are the rule in today's hectic world. Making the task even more daunting are the things parents have to take into consideration, both in terms of types of care available and specific family needs.

This course addresses the patchwork of child care arrangements needed by most working parents at one time or another including sick-child care, before-and after-school care, care for children at home alone, and child care for those children whose parents travel for business.

PERS.60

Personal Development

*One-hour workshop
Two-hour workshop*

Understanding Elder Care Issues

KEY LEARNING POINTS

The role of the caregiver

Problems faced by the caregiver

Areas of immediate concern

Developing a plan for addressing current and future needs

COURSE DESCRIPTION

Elder care is a major issue facing American families. As medical care extends the average life-span we now have the largest over-70 population in U.S. history. Families, and society in general, are facing unanticipated challenges to provide care for this growing segment of the population. The issues are made more complex because of the role-shift they imply: adult children now find themselves in the unenviable position of having to tell their parents what to do.

This workshop opens the door for discussion of these issues and helps participants face the challenges ahead.

PERS.61

Personal Development

One-hour workshop

Strategies for Working Parents

KEY LEARNING POINTS

Exploring personal beliefs about the “perfect parent”
Survival tips for dealing with difficult times in the family group
More effectively managing work and family issues

COURSE DESCRIPTION

When faced with the challenges of parenthood many working parents feel guilty. The pressures and demands placed upon them are extraordinary and many parents feel conflicted by the dual roles they must play. This workshop helps working parents to explore strategies for achieving balance between their demanding work and family schedules.

PERS.62

Coping with Grief and Loss

KEY LEARNING POINTS

The nature of losses, big and small

The stages of grief

How to accept your own grief and that of others

How to get help

COURSE DESCRIPTION

Grief is a natural response to any loss. We have losses all the time - some large and some smaller. It could be a death, or a relationship that doesn't work out, a job change, relocating to a new home, letting go of our youth, a friendship gone wrong. With the rise of terrorism in our country many feel a loss of safety, innocence, or freedom to move about. In all cases we need to go through the process of grieving - letting go. Unresolved grief can cause serious physical and psychological problems that affect our personal and professional lives.

In this workshop we'll explain the stages of grief, from denial to acceptance and everything in between. We'll look at some of our obstacles to emotional healing and how to get help from others. In seeing grief as a natural and necessary process, we can actually become stronger as a result of healthy grieving.

PERS.63

Social Security and Medicare

KEY LEARNING POINTS

Early retirement vs. full retirement
Taxes and earnings limitations
How, when, and where to file for Social Security
Spousal and survivor benefits
Medicare coverage

COURSE DESCRIPTION

Although everyone is familiar with Social Security's existence, very few people are aware of what they are paying into the system. What does it take to become eligible for Social Security retirement benefits? Once eligible, when can I start to collect? How much can I anticipate collecting and how does my spouse fit into all this?

This workshop is designed as a primer on a very complex subject. It is intended to inform the participants of the major guidelines and where and how to obtain specific data on the subject.

PERS.64

Supervisors

Two-hour workshop
Half-day workshop

Basic Skills for Supervisors

KEY LEARNING POINTS

Leadership styles for all occasions
The five steps to successful leadership
What's in it for me?
Constructive feedback
Top motivators

COURSE DESCRIPTION

Research shows that the relationship people have with their direct supervisors has the greatest impact on morale and job satisfaction. Just because someone was good at doing a job doesn't necessarily mean they will be good at supervising others doing that job. However, most supervisors in today's organizations get no formal training in supervisory skills. This program is designed as a first step to fill that gap.

In this workshop we'll examine different leadership styles and characteristics of effective leaders. We'll look at today's leader as coach, team leader, and change agent. We'll discuss creating a positive work environment, communicating the vision, delegation, constructive feedback, and tips for successful motivation.

SUP.70

Creating a Positive Work Environment

KEY LEARNING POINTS

Elements of a positive workplace
The four kinds of consequences for behavior
Roadblocks to success
Power versus delegation

COURSE DESCRIPTION

In the ideal workplace, employees are committed to working together harmoniously. They treat one another respectfully and are committed to creating and maintaining an environment in which individuals are encouraged and supported, and work gets done efficiently. Supervisors play an important role in creating this type of work environment.

This workshop helps supervisors and managers proactively create workplace environments that encourage the best from their employees. We'll show supervisors how to share the corporate vision, communicate clearly, develop trust, and encourage participation. We'll address roadblocks to success and analyze the relationship between power and delegation.

SUP.72

Managing Change

KEY LEARNING POINTS

Managing during the change process
Effectively dealing with employee reactions
Building acceptance to the change
Tips to help managers and employees

COURSE DESCRIPTION

A manager's version of the "Change" workshop, this workshop looks at change from the perspective of a manager handling the reactions of his or her employees.

We'll look at various approaches and attitudes that employees and managers have concerning change. From a manager's perspective we'll describe the change process, options we can choose, taking responsibility for our choices, and the four options when faced with change: coping, adapting, exploiting, or creating change. We'll address how employees can respond to change and how to hear their concerns.

We'll challenge managers to see what they can do to help the organization succeed in a constantly changing business environment. We'll also cover potential employee violence associated with change.

SUP.73

Managing Personal and Employee Stress

KEY LEARNING POINTS

The relationship between change and stress
Aspects of a stress-hardy personality
Stress management techniques for personal use
Motivation and feedback

COURSE DESCRIPTION

As a manager/supervisor, you have an added responsibility to minimize and respond to the distress of those who work for you. This means that you need to know what kinds of things are stressors in the workplace for your employees.

In this workshop we will focus on techniques for helping employees with workplace stress, and take a look at our own stress-resilience as a supervisor and ways to sustain a stress-hardy personality.

SUP.75

Harassment Awareness for Supervisors

KEY LEARNING POINTS

Changing expectations of the workplace

What constitutes harassment?

Types of sexual harassment

EEO guidelines

COURSE DESCRIPTION

As a supervisory version of the Harassment Awareness workshop, this version covers much of the same material as the employee version, but also goes into the corporate responsibility for clear policies and reporting procedures. We'll address the ramifications of not taking action to prevent harassment, and pitfalls to avoid when conducting an investigation.

SUP.76

Diversity: A Workplace Asset

KEY LEARNING POINTS

The emerging workplace

Benefits of a culturally diverse workplace

Managing cultural diversity

Traditional vs. emerging workplace

COURSE DESCRIPTION

Success in business is determined by an organization's ability to meet performance, productivity, and service goals in a timely, cost-effective manner. Every member of the workforce brings skills, background, and experience vital to the success of the company.

In this workshop we'll stress the value of each person and what they contribute to the whole, focusing on the strengths of diverse culture, ethnicity, gender, and other factors that make us unique. We'll focus on helping participants communicate clearly, overcome stereotypes, and recognize the strength gained from the differences we each bring to our workplace.

SUP.77

Supervisors

One-hour workshop
Two-hour workshop
Half-day workshop

Leadership & Leading

KEY LEARNING POINTS

Management vs. leadership

What is true leadership?

Four leadership styles

Roles and skills of the leader

COURSE DESCRIPTION

Leadership, or the lack of it, is a major reason for success or failure in the market-place. Good leadership creates cohesive teams, but poor leadership creates discord, high employee turnover, and loss of corporate productivity.

In this workshop we'll discuss the difference between managing and truly leading. We'll examine four leadership styles and how best to employ them. We'll analyze new leadership versus old leadership in today's changing workplace. Participants will learn what makes a leader effective, what roles a leader plays, and the skills he or she must employ.

SUP.78

Workplace Protection

Two-hour workshop
Half-day workshop

Creating a Safer Workplace: for Employees

KEY LEARNING POINTS

Recognize the types and levels of violence

Recognize threatening situations

Understand how to reduce the risk of violence

Develop a personal plan of action

COURSE DESCRIPTION

Violence and the fear of violence seem to be creeping into our lives. We may feel frightened, angry, and powerless. But this is not the way it has to be. There are things we, as individuals, can do to make ourselves and our workplace safer.

In this workshop we will cover types and levels of workplace violence, the impact of violence on individuals and the organization, the key responsibilities of the individual, and communication techniques to diffuse violence.

WRKPRO.80

Workplace Protection

Two-hour workshop
Half-day workshop

Creating a Safer Workplace: for Supervisors

KEY LEARNING POINTS

Understand what the organization can do to reduce the risk of violence

Understand the critical role of the supervisor/manager

Learn conflict management skills

Identify the next step in the planning process

COURSE DESCRIPTION

The increase of violence in our workplace mirrors the increase of violence in our society as a whole. Organizations are responding by enhancing security measures, planning for possible incidents, and training their employees. Supervisors and managers are being asked to take a major role in making the workplace a less violent place.

This course addresses a broad range of topics that fall under the general category of management responsibility, i.e. hiring practices, coaching and performance management, and awareness and sensitivity skills.

WRKPRO.81

Substance Abuse - It's Everyone's Problem

KEY LEARNING POINTS

- Review the dangers of drug and alcohol abuse*
- Learn how to determine when substance use is out of control*
- Explore behaviors that support continued abuse*
- Understand the benefits of being drug-free*

COURSE DESCRIPTION

Substance abuse continues to be a problem for our society. Thousands are addicted, their lives controlled by drugs. Thousands more - family members, friends, co-workers, even strangers - feel the effects of drug abuse. Education can help both groups confront and combat this problem.

This workshop will cover the dangers of drug abuse and progression of dependency, the disease concept of addiction, commonly abused substances, and helpful resources available.

WRKPRO.83

Workplace Protection

Two-hour workshop

Substance Abuse Awareness: for Supervisors

KEY LEARNING POINTS

Understanding the negative impact of substance abuse
Reviewing and understanding the organization's policies
Learning a process for constructive confrontation

COURSE DESCRIPTION

This workshop prepares supervisors and managers for their role in a drug free workplace. This is a role in which they are expected to implement rules and regulations, and to intervene early to ensure workplace safety.

In this workshop we will cover the impact of the impaired employee on the workplace, organization policies and procedures, alcohol and other abused drugs, strategies for confronting the employee, and community resources.

WRKPRO.84

Workplace Protection

*Three-hour workshop
mandatory*

Substance Abuse - Department of Transportation

KEY LEARNING POINTS

One hour covering drugs

One hour covering alcohol

One hour covering policy and procedures

COURSE DESCRIPTION

This workshop covers the substance abuse material required by the U.S. Department of Transportation (DOT). It meets DOT requirements for training employees subject to DOT regulations.

WRKPRO.85

Workplace Protection

One-hour workshop

Two-hour workshop

Critical Incidents & Trauma Response

KEY LEARNING POINTS

Normal human response to trauma

Debriefing, defusing, and other trauma recovery services

Workplace concerns and meeting deadlines

Understanding your triggers for further traumatic response

COURSE DESCRIPTION

A critical incident can happen at any time. An industrial accident, workplace violence, terrorism, vehicle accident, or any number of unexpected events can trigger traumatic responses in us. Each of us will react differently for many reasons. Some will have strong emotional reactions, while others might just seem dazed or forgetful. Knowing what to expect from yourself and your fellow workers is critical to recovering from such an event and remaining a productive entity.

In this workshop we'll explore the normal reactions people exhibit after experiencing abnormal events. We'll address performance expectations and what supervisors and employees can do to be flexible in the aftermath of a traumatic incident. We'll explain what CISD means and how debriefings and other methods can mitigate the effects of post-traumatic stress and bring people back to productive, emotionally healthy lives.

WRKPRO.86

MHN's Trainer Network

Qualified, Seasoned, Experienced

Each MHN training workshop is delivered by an experienced member of our national trainer network. That trainer will call you for a brief needs assessment and tailor the workshop to address the issues that are important in your workplace.

We draw from a network of more than 350 independent contractors across the country to have your workshop presented by a trainer whose life experience, education, and professional expertise are best suited to the topic. These trainers come from varied backgrounds, diverse cultures, and careers in business, clinical practice, or private enterprise.

An educational breakdown of our trainers shows that 99% have Bachelors Degrees, 45% have Masters Degrees, 34% are licensed clinicians (MSW, LCSW, MFCC, MFT, Psychologist, etc.), and 17% have Doctorates.*

Members of our network typically belong to organizations such as the National Speakers Association (NSA), American Society for Training and Development (ASTD), the Employee Assistance Professionals Association (EAPA), and other professional organizations.

For more information on the application process for MHN's trainer network, contact the EAP Training Department at (415) 491-7462, or e-mail to: EAP.Training@mhn.com

* Data as of 5/01 survey